

Services

In Studio Makeup Services

Held at my studio located in North-West Sydney. Application may take up to 75 minutes, depending on the chosen look and if a trial has been done prior. Please allow for this when selecting your ideal service time. Service includes false lash application.

If you decide not to have a trial prior to your event date, I strongly recommend bringing along photos of the desired makeup look you wish to have done on the day. I would also encourage you to wear something that is loose fitting so that the makeup does not get disrupted when changing outfits.

On Location Makeup Services

I offer makeup application at your desired location, provided the location is suitable. A travel fee will be charged for locations outside a 10km radius of my North-West Sydney studio. Parking/toll fees as a result of the desired service location are to be paid for by the client and are to be arranged via written email prior to the event.

Application may take up to 75 minutes depending on the chosen look and if a trial has been done prior. Please allow for this when selecting your ideal service time. Service includes false lash application.

If you decide not to have a trial prior to your event date, I strongly recommend bringing along photos of the desired makeup look you wish to have done on the day. I would also encourage you to wear something that is loose fitting so that the makeup does not get disrupted when changing outfits.

A work area including a table and electrical outlets is to be provided at the arranged location of service. In order to make use of natural light, it would be preferred if the work area is facing a window however, that is not a necessity as a ring light will be provided for you. I will arrive about 15 minutes prior to the arranged start time to set-up my equipment and will provide my own comfortable professional chair for you (suitable to hold up to 100kg. Please let me know in writing if this is not suitable, and an alternative chair will be arranged). Please inform me via written email of any additional information I may need to be aware of to reach and access desired location of service e.g. hotel/apartment number, steps only, parking entry codes or specific parking spots, intercom entries etc.

On Location Bridal Services

I offer makeup application at your desired location, provided the location is suitable. A travel fee will be charged for locations outside a 10km radius of my North-West Sydney studio. Parking/toll fees as a result of the desired service location are to be paid for by the client and are to be arranged via written email prior to the wedding date.

The bride will receive a touch-up kit, which may include a swatch of their chosen lip product, disposable makeup tools, setting powder, blotting sheet. All bridesmaids will also receive a small touch-up kit. Services include false lash application, excluding flower girls.

Application on the bride may take up to 90 minutes, while application on the remaining bridal party may take up to 75 minutes, depending on the chosen look and if a trial has been done prior. At the end of the appointment, I like to allow 10-30 minutes, depending on the number of clients in the bridal party, to apply lipstick and complete final touch ups. Please allow for this when selecting your ideal service time.

If no trial is held prior to the date, I would strongly recommend bringing along photos of the desired makeup look that the bride and her bridesmaids wish to have done on the day. I would also encourage something loose fitting to be worn so that the makeup does not get disrupted when changing into dresses.

A work area including a table and electrical outlets is to be provided at the arranged location of service. In order to make use of natural light, it would be preferred if the work area is facing a window however, that is not a necessity as a ring light will be provided for you. I will arrive about 15 minutes prior to the arranged start time to set-up my equipment and will also provide my own comfortable professional chair

for you (suitable to hold up to 100kg. Please let me know in writing if this is not suitable, and an alternative chair will be arranged). Please inform me via written email of any additional information I may need to be aware of to reach and access desired location of service e.g. hotel/apartment number, steps only, parking entry codes or specific parking spots, intercom entries etc.

Please note: Bridesmaids - (Aged 16 and older)
Junior Bridesmaids - (Aged 10-15)
Flower Girls - Complimentary (Aged 9 and younger)

In Studio Trial Services

Held at my studio located in North-West Sydney. I strongly recommend booking a trial prior to your event date to ensure your vision and desired look is achieved and to save time on the day. For weddings, I recommend the bride also book a trial for at least one of her bridesmaids, which can be booked back-to-back.

I allow 120 minutes per trial to thoroughly assess your skin type and tone, discuss any special requirements you may have and to practice your desired style/look. Please allow for this when selecting your ideal service time. Service includes false lash application and the same lashes will be sanitised and reused on your event date.

If you intend to have a spray tan on your event date, I recommend you have the same tan on your trial date to ensure correct colour match of foundation. I strongly recommend bringing along photos of the desired makeup look you wish to have done on the day. I would also encourage you to wear something that is loose fitting so that the makeup does not get disrupted when changing outfits. For brides, I encourage you to wear a white/ivory coloured top, this will give you a better idea of how the makeup will look with the colour of your dress.

If you request application of a second look, removal and replacement of makeup will only be on the eyes and lips. If further makeup tweaks or changes are requested, an additional charge of \$50 per half hour exceeding arranged finish time will be applied (providing I can accommodate the extra time on the day). Alternatively, a second trial can be arranged and booked for another date.

Trials are held around 1 month prior to your event date, unless requested earlier. If you are unsure whether or not you would like to book my services for your event, I would then recommend booking a trial as soon as possible. Until you have secured my services with payment, your booking is unreserved and still available for other clients, therefore I cannot guarantee your preferred date/time.

If there is no prior trial conducted, you accept the risk (and I will not accept responsibility) if your chosen style or look does not suit or work with your facial features or if there are circumstances where there is a mismatch/misunderstanding in style, approach or expectations and a refund will not be offered.

Terms and Conditions

These Terms and Conditions together with my Service List set out the terms that apply to any makeup services or goods provided by Katie Michaelis (ABN: 49303240436) ('I', 'Me') to you ('You', 'Client'). By ticking the box and submitting an enquiry form, you acknowledge that You have read these Terms & Conditions and agree to be bound by them.

Katie Michaelis reserves the right to vary these Terms and Conditions and Service List from time to time without prior notice to You.

Booking

To secure my service(s) at a specified date and time, you must submit a booking request and receive confirmation in writing from me that your booking request is accepted. I will not accept your booking request unless and until:

- A. you have made 50% non-refundable deposit of the total booking fee(s)
- B. you have read and agreed to these terms and conditions.
- C. you have provided such information as I require in order to determine any specific requirements for provision of the service(s).

Remaining balance owing must be paid in full via bank transfer prior to the event date. Please include your initials and event date in the payment description. If cash payment is preferred, remaining balance owing must be paid before service commences on the day.

Bookings can be made up to 24 hours prior if time and spaces are available.

An early morning fee of \$30 per hour prior to 6:00am will apply. An after-hours fee of \$30 per hour after 6:30pm will apply. 10% surcharge will apply for public holidays.

In the event of a group booking/bridal party, by ticking the box and submitting an enquiry form you acknowledge that each group member has read these Terms and Conditions and agree to be bound by them.

Booking Changes/Cancellation

Booking changes (including but not limited to change of date, time or number of clients) will be accommodated where possible but no refund of deposit for cancelled services will be provided. Changes to bookings that require additional services or increase original number of clients will be accommodated where my schedule allows for it and subject to prior payment of the additional service fee(s).

Bookings cancelled at least 48 hours prior by written notice to me will attract a refund of any service fee(s) paid excepting the 50% non-refundable deposit of the total booking fee(s). Cancellations less than 48 hours prior to the date will not attract an entitlement to a refund of any part of the pre-paid service fee(s).

In the unlikely event that I need to cancel a booking due to unforeseen circumstances, and I am not able to provide a replacement, you will receive full refund of all pre-paid fees for the affected service(s) date. You acknowledge that circumstances may arise that are unforeseen or beyond my control which may prevent me from providing services to you and that the resulting failure by me to provide the services will not be deemed a breach of this agreement and I am not liable to you for any loss or damage caused to you or any third party by my cancellation beyond a full refund of the pre- paid fee(s).

I reserve the right to terminate a booking without a refund of the deposit, in circumstances where you are disrespectful, rude, uncooperative or otherwise engage in inappropriate behaviour towards me. If I am

providing mobile services to you, then you must ensure that the environment is suitable, safe and free of unnecessary distraction and interference.

Running Late

Please be prepared to start at the arranged time (for both a trial and the event date) and ensure that your face is clean and makeup free. Although I understand and appreciate unexpected circumstances occur, if you are running late, please advise me as soon as possible via email, text or phone call. If delays have been made due to you running late and I am required or requested to stay longer than the arranged finish time, I will accommodate you if my schedule allows for it provided you pay an additional fee of \$50 per half hour or part thereof by which the original scheduled time is exceeded.

If my schedule does not permit an extension of the booking time to accommodate your delay, I will offer you a new booking as soon as is practicable.

Photography

To assist with future makeup looks and for promotional purposes, I may take images of you prior, during and upon completion of looks I have created. At all trials, I will take images of your prior and upon completion of looks I have created, to assist with replicating the makeup look on your event date. By ticking the box and submitting an enquiry form you agree that these images may be used for promotional purposes or other public display (such as website, social media and other forms of publication) along with descriptive information. If you do not consent to your images being used in that way, please advise me via written email at the time of making your booking.

Personal Information

In the process of providing Services to you, I may request personal information such as your name, address, mobile number, email address or bank details. I will use this personal information for the purposes of providing and offering my products and services to you but will not sell or disclose your personal information to any third party without your consent unless required by law or to enforce these terms.

Liability

Subject to the extent permitted by the Australian Consumer Law and relevant state legislation, My sole obligation to You is to use my best endeavours to provide the service(s) or, at my option, to refund fees paid for or re-supply any service(s) which are found to be defective. I will not be liable for any other claims or damages including, but not limited to, claims for damages arising from dissatisfaction with the service(s) and any indirect, special or consequential damages or injury to You or any other person or entity.

If You are a “consumer” of services within the meaning of that term in the Australian Consumer Law (as amended) or relevant state legislation, You will have the benefit of certain non-excludable rights and remedies in respect of the service(s). Nothing in these Terms and Conditions excludes or restricts or modifies any condition, warranty, right or remedy which pursuant to the Australian Consumer Law or similar legislation is so conferred.

Subject to the foregoing, I am not liable for default or failure in performance of my obligations pursuant to this agreement resulting directly or indirectly from acts of God, civil or military authority, acts of public enemy, war, accidents, fires, explosions, earthquakes, floods, the elements, strikes, labour disputes, shortage of suitable products, illness or injury or any other cause beyond my reasonable control.

To the extent permitted by law, I will not be liable for:

1. Any indirect, special or consequential loss, damage, costs or expenses caused in connection with the Services;

2. Any loss of profits; loss of anticipated profits; loss of business; loss of data; loss of reputation or goodwill; business interruption; or, other third party claims;
3. Any failure to perform any of my obligations if such delay or failure is due to any cause beyond my reasonable control;
4. Any losses caused directly or indirectly by any failure or breach by you in relation to your obligations; or
5. Any loss relating to the choice of the Services and how they will meet your desired look.

Allergies, skin conditions and health

All makeup products and brushes are sanitised and kept in a hygienic environment between client makeup applications. You should report any skin condition or allergy in writing, prior to your service date. You are welcome to bring your own product(s) that you are familiar with to use on the day, however, I cannot guarantee the quality of any product(s) supplied by you or that they will achieve the desired look and effect. Please note that in the interests of keeping products sanitised, I am not able to tweeze eyebrows.

You warrant to me that you will ascertain and disclose any conditions, allergies or other circumstances that may lead to you having an adverse reaction, illness or injury as a result of me providing the services. You acknowledge that I am not medically qualified to identify any condition that may indicate a risk to you. By ticking the box and submitting an enquiry form you agree to release Me from liability for any skin, eye or other complications, illnesses or injury whether due to allergic or any other skin reactions, pre-existing conditions, whether known or unknown or other circumstances, that are caused or contributed to by me providing the services to you.

At the time of making your booking or as soon as you become aware, you must inform me of any contagious bacterial or virus infections and/or any other illness, skin or eye conditions. This includes, but not limited to, conjunctivitis, cysts, cold sores, eye sties, open wounds or cuts, bacterial or viral skin infections/conditions, or any other contagious illnesses/conditions. Depending upon the condition, I reserve the right to refuse to perform service(s). If I am not informed prior of any such contagious illnesses and/or conditions, you are required to pay for the replacement of any products and brushes which are at risk of contamination.

Indemnity

You agree to indemnify and hold Me harmless for any loss, damages or costs resulting from any third party claim, action, or demand resulting from my services. You also agree to indemnify Me for any loss, damages, or costs resulting from any action you take that causes any unreasonable disruption to my business or other loss, including but not limited, to any damage, theft or contamination caused by You to My property, equipment or studio or any false or misleading statement by You.

Acceptance:

I confirm that I have read these Terms and Conditions and Katie Michaelis offer to provide makeup services on these terms.